

Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)

windstream.



4001 Rodney Parham Drive • Little Rock, Arkansas 72212
(501) 748-7000

~~NOTED~~
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OCT 23 2013

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Received & Inspected

OCT 24 2013

Jeff Heacox

Staff Manager Compliance Reporting
Jeff.l.heacox@windstream.com
(501) 748-5390
(501) 748-6583 (fax)

DOCKET FILE COPY ORIGINAL FCC Mail Room

REDACTED FOR PUBLIC INSPECTION

October 11, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Ms. Karen Majcher
Vice President – High Cost Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, D.C. 20036

RE: WC Docket No. 10-90: Lifeline and Link Up Reform and Modernization, WC Docket No. 11-42

Pursuant to Section 54.313 and 54.422 of the Federal Communications Commission's rules and in accordance with the guidance of the Public Notice issued August 6, 2013, enclosed is the 2013 annual report and certifications for Windstream Study Area Code 491193 located in New Mexico.

This filing contains a redacted (200) Service Outage Reporting (Voice) form. The information that was redacted is considered Confidential by the FCC and would cause Windstream to reveal proprietary information and trade secrets and cause damage to its competitive position.

Should you have any questions, please contact me via email at jeff.l.heacox@windstream.com or by phone at 501-748-5390.

Sincerely,

Jeff Heacox
Staff Manager Compliance Reporting

Enclosures

Cc: Applicable State Public Utilities Commissions, State Public Service Commissions, and Tribal Governments

No. of Copies rec'd 0
List ABCDE

OCT 24 2013

OCT 23 2013

FCC Form 481 - Carrier Annual Reporting
Data Collection Form

FCC Mail Room

FCC Form 481

OMB Control No. 3060-0560, OMB Control No.

July 2013

FCC Mail Room

| | |
|---|------------------------------|
| <010> Study Area Code | 491193 |
| <015> Study Area Name | WINDSTREAM SW-NM#2 |
| <020> Program Year | 2014 |
| <030> Contact Name: Person USAC should contact with questions about this data | Jeff Heacox |
| <035> Contact Telephone Number: Number of the person identified in data line <030> | 501-748-5390 |
| <039> Contact Email Address: Email of the person identified in data line <030> | jeff.l.heacox@windstream.com |

| ANNUAL REPORTING FOR ALL CARRIERS | | 54.313 Completion Required | 54.422 Completion Required |
|---|---|-------------------------------------|-------------------------------------|
| <100> Service Quality Improvement Reporting | (complete attached worksheet) | <input type="checkbox"/> | <input type="checkbox"/> |
| <200> Outage Reporting (voice) | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <210> <input type="checkbox"/> <-- check box if no outages to report | | | |
| <300> Unfulfilled Service Requests (voice) | 16 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <310> Detail on Attempts (voice) | 491193NM310 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <320> Unfulfilled Service Requests (broadband) | | <input type="checkbox"/> | <input type="checkbox"/> |
| <330> Detail on Attempts (broadband) | | <input type="checkbox"/> | <input type="checkbox"/> |
| <400> Number of Complaints per 1,000 customers (voice) | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <410> Fixed | 2.5 | | |
| <420> Mobile | | | |
| <430> Number of Complaints per 1,000 customers (broadband) | | <input type="checkbox"/> | <input type="checkbox"/> |
| <440> Fixed | | | |
| <450> Mobile | | | |
| <500> Service Quality Standards & Consumer Protection Rules Compliance | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <510> 491193NM510 | (attach descriptive document) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <600> Functionality in Emergency Situations | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <610> 491193NM610 | (attach descriptive document) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <700> Company Price Offerings (voice) | (complete attached worksheet) | <input type="checkbox"/> | <input type="checkbox"/> |
| <710> Company Price Offerings (broadband) | (complete attached worksheet) | <input type="checkbox"/> | <input type="checkbox"/> |
| <800> Operating Companies and Affiliates | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <900> Tribal Land Offerings (Y/N)? <input checked="" type="radio"/> <input type="radio"/> | (if yes, complete attached worksheet) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <1000> Voice Services Rate Comparability | (check to indicate certification) | <input type="checkbox"/> | <input type="checkbox"/> |
| <1010> | (attach descriptive document) | <input type="checkbox"/> | <input type="checkbox"/> |
| <1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/> | (if not, check to indicate certification) | <input type="checkbox"/> | <input type="checkbox"/> |
| <1110> | (complete attached worksheet) | <input type="checkbox"/> | <input type="checkbox"/> |
| <1200> Terms and Condition for Lifeline Customers | (complete attached worksheet) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

| | | | |
|--------|-----------------------------------|-------------------------------------|--------------------------|
| <2000> | (check to indicate certification) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <2005> | (complete attached worksheet) | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

| | | | |
|--------|-----------------------------------|--------------------------|--------------------------|
| <3000> | (check to indicate certification) | <input type="checkbox"/> | <input type="checkbox"/> |
| <3005> | (complete attached worksheet) | <input type="checkbox"/> | <input type="checkbox"/> |

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

| | | |
|-------|---|---|
| <010> | Study Area Code | 491193 |
| <015> | Study Area Name | WINDSTREAM SW-NM#2 |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Jeff Heacox |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 501-748-5390 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jeff.i.heacox@windstream.com |
| <110> | Has your company received its ETC certification from the FCC? | (yes / no) <input type="radio"/> <input checked="" type="radio"/> |
| | If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 | |
| <111> | year plan" filed with the FCC? | (yes / no) <input type="radio"/> <input type="radio"/> |

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How (USF) was used to improve service quality
 <116> How (USF) was used to improve service coverage
 <117> How (USF) was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

| | |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |

| | | |
|-------|---|------------------------------|
| <010> | Study Area Code | 491193 |
| <015> | Study Area Name | WINDSTREAM SW-NM#2 |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Jeff Heacox |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 501-748-5390 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jeff.l.heacox@windstream.com |

[illegible]

**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|------------------------------|
| <010> | Study Area Code | 491193 |
| <015> | Study Area Name | WINDSTREAM SW-NM#2 |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Jeff Heacox |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 501-748-5390 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jeff.j.heacox@windstream.com |

<701> Residential Local Service Charge Effective Date
<702> Single State-wide Residential Local Service Charge

1/1/2013

<703>

[illegible]

[illegible]

(800) Operating Companies
Data Collection Form
FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|--|
| <010> | Study Area Code | 491193 |
| <015> | Study Area Name | WINDSTREAM SW-NM#2 |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Jeff Heacox |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 501-748-5390 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jeff.l.heacox@windstream.com |
| <810> | Reporting Carrier | Valor Telecommunications of Texas, LLC |
| <811> | Holding Company | Windstream Corporation |
| <812> | Operating Company | Valor Telecommunications of Texas, LLC |

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

| | | |
|-------|---|------------------------------|
| <010> | Study Area Code | 491193 |
| <015> | Study Area Name | WINDSTREAM SW-NM#2 |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Jeff Heacox |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 501-748-5390 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jeff.l.heacox@windstream.com |

<910> Tribal Land(s) on which ETC Serves

Zia Pueblo, San Ildefonso Pueblo, Pueblo of Jemez, Ohkay Owingeh Pueblo, Santa Clara Pueblo, Jicarilla Apache Nation, Navajo Nation

<920> Tribal Government Engagement Obligation

491193NM920

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

<921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;

<922> Feasibility and sustainability planning;

<923> Marketing services in a culturally sensitive manner;

<924> Compliance with Rights of way processes

<925> Compliance with Land Use permitting requirements

<926> Compliance with Facilities Siting rules

<927> Compliance with Environmental Review processes

<928> Compliance with Cultural Preservation review processes

<929> Compliance with Tribal Business and Licensing requirements.

| Select (Yes, No, NA) |
|----------------------------|
| No |
| |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|------------------------------|
| <010> | Study Area Code | 491193 |
| <015> | Study Area Name | WINDSTREAM SW-NM#2 |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Jeff Heacox |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 501-748-5390 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jeff.l.heacox@windstream.com |

<1120> Please check this box to confirm no terrestrial backhaul
options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers
broadband service of at least 1 Mbps downstream and 256 kbps
upstream within the supported area pursuant to § 54.313(G) ☐

| | |
|--|---|
| (1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|--|---|

| | |
|--|------------------------------|
| <010> Study Area Code | 491193 |
| <015> Study Area Name | WINDSTREAM SW-NM#2 |
| <020> Program Year | 2014 |
| <030> Contact Name - Person USAC should contact regarding this data | Jeff Heacox |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 501-748-5390 |
| <039> Contact Email Address - Email Address of person identified in data line <030> | jeff.l.heacox@windstream.com |

| | |
|--|---|
| <1210> Terms & Conditions of Voice Telephony Lifeline Plans | <div style="border: 1px solid black; padding: 2px;">491193NM1210</div> <div style="border: 1px solid black; padding: 2px;">Name of attached document (.pdf)</div> |
| <1220> Link to Public Website "Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report: | HTTP <div style="border: 1px solid black; padding: 2px;">http://www.windstream.com/About-Us/Lifeline-Applications/</div> |

| | |
|---|--|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <div style="border: 1px solid black; padding: 2px; display: inline-block;">✓</div> |
| <1222> Details on the number of minutes provided as part of the plan, | <div style="border: 1px solid black; padding: 2px; display: inline-block;">✓</div> |
| <1223> Additional charges for toll calls, and rates for each such plan. | <div style="border: 1px solid black; padding: 2px; display: inline-block;">✓</div> |

| | |
|---|--|
| (2000) Price Cap Carrier Additional Documentation Data Collection Form <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i> | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|---|--|

| | | |
|--------------------|---|------------------------------|
| <010> | Study Area Code | 491193 |
| <015> | Study Area Name | WINDSTREAM SW-NM#2 |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Jeff Heacox |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 501-748-5390 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jeff.l.heacox@windstream.com |

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

| | | |
|--|---|--|
| Incremental Connect America Phase I reporting | | |
| <2010> | 2nd Year Certification {47 CFR § 54.313(b)(1)} | <input type="checkbox"/> |
| <2011> | 3rd Year Certification {47 CFR § 54.313(b)(2)} | <input type="checkbox"/> |
| Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)} | | |
| <2012> | 2013 Frozen Support Certification | <input checked="" type="checkbox"/> |
| <2013> | 2014 Frozen Support Certification | <input type="checkbox"/> |
| <2014> | 2015 Frozen Support Certification | <input type="checkbox"/> |
| <2015> | 2016 and future Frozen Support Certification | <input type="checkbox"/> |
| Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)} | | |
| <2016> | Certification Support Used to Build Broadband | <input checked="" type="checkbox"/> |
| Connect America Phase II Reporting {47 CFR § 54.313(e)} | | |
| <2017> | 3rd year Broadband Service Certification | <input type="checkbox"/> |
| <2018> | 5th year Broadband Service Certification | <input type="checkbox"/> |
| <2019> | Interim Progress Certification | <input type="checkbox"/> |
| <2020> | Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | <input type="checkbox"/> |
| <2021> | Interim Progress Community Anchor Institutions | Name of Attached Document Listing Required Information _____ |

| | | |
|-------|---|------------------------------|
| <010> | Study Area Code | 491193 |
| <015> | Study Area Name | WINDSTREAM SW-NM#2 |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Jeff Heacox |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 501-748-5390 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jeff.l.heacox@windstream.com |

Progress Report on 5 Year Plan

- | | | | |
|--------|--|--|-----------------------------------|
| (3010) | Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF, on line 3012, | Name of Attached Document Listing Required Information | <input type="checkbox"/> |
| (3011) | contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | | |
| (3012) | Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii)) | Name of Attached Document Listing Required Information | <input type="checkbox"/> (Yes/No) |
| (3013) | Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) | | <input type="checkbox"/> (Yes/No) |
| (3014) | If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: | | <input type="checkbox"/> |
| (3015) | Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) | | <input type="checkbox"/> |
| (3016) | PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | <input type="checkbox"/> |
| (3017) | If the response is yes on line 3014, attach your company's RUS annual report and all required documentation | Name of Attached Document Listing Required Information | |
| (3018) | If the response is no on line 3014, Is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: | | <input type="checkbox"/> (Yes/No) |
| (3019) | Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications | | <input type="checkbox"/> |
| (3020) | PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | <input type="checkbox"/> |
| (3021) | Management letter issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: | | <input type="checkbox"/> |
| (3022) | Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, | | <input type="checkbox"/> |
| (3023) | Underlying information subjected to a review by an independent certified public accountant | | <input type="checkbox"/> |
| (3024) | Underlying information subjected to an officer certification. | | <input type="checkbox"/> |
| (3025) | PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | <input type="checkbox"/> |
| (3026) | Attach the worksheet listing required information | Name of Attached Document Listing Required Information | |

| | | |
|---|--|--|
| Certification - Reporting Carrier Data Collection Form | | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
|---|--|--|

| | | |
|-------|---|------------------------------|
| <010> | Study Area Code | 491193 |
| <015> | Study Area Name | WINDSTREAM SW-NM#2 |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Jeff Heacox |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 501-748-5390 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jeff.l.heacox@windstream.com |

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

| | |
|---|---|
| Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients | |
| I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. | |
| Name of Reporting Carrier: WINDSTREAM SW-NM#2 | |
| Signature of Authorized Officer: CERTIFIED ONLINE | Date 10/11/2013 |
| Printed name of Authorized Officer: Tim Loken | |
| Title or position of Authorized Officer: Director Regulatory Reporting | |
| Telephone number of Authorized Officer: 501-748-7442 | |
| Study Area Code of Reporting Carrier: 491193 | Filing Due Date for this form: 10/15/2013 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

| | | |
|---|------------------------------|--|
| Certification - Agent / Carrier Data Collection Form | | FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013 |
| <010> Study Area Code | 491193 | |
| <015> Study Area Name | WINDSTREAM SW-NM#2 | |
| <020> Program Year | 2014 | |
| <030> Contact Name - Person USAC should contact regarding this data | Jeff Heacox | |
| <035> Contact Telephone Number - Number of person identified in data line <030> | 501-748-5390 | |
| <039> Contact Email Address - Email Address of person identified in data line <030> | jeff.l.heacox@windstream.com | |

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

| Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier | |
|--|--------------------------------------|
| I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate. | |
| Name of Authorized Agent: _____ | |
| Name of Reporting Carrier: _____ | |
| Signature of Authorized Officer: _____ | Date: _____ |
| Printed name of Authorized Officer: _____ | |
| Title or position of Authorized Officer: _____ | |
| Telephone number of Authorized Officer: _____ | |
| Study Area Code of Reporting Carrier: _____ | Filing Due Date for this form: _____ |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

TO BE COMPLETED BY THE AUTHORIZED AGENT:

| Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier | |
|--|--------------------------------------|
| I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate. | |
| Name of Reporting Carrier: _____ | |
| Name of Authorized Agent or Employee of Agent: _____ | |
| Signature of Authorized Agent or Employee of Agent: _____ | Date: _____ |
| Printed name of Authorized Agent or Employee of Agent: _____ | |
| Title or position of Authorized Agent or Employee of Agent: _____ | |
| Telephone number of Authorized Agent or Employee of Agent: _____ | |
| Study Area Code of Reporting Carrier: _____ | Filing Due Date for this form: _____ |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001. | |

Attachments

(200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|-------|---|------------------------------|
| <010> | Study Area Code | 491193 |
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| <020> | Program Year | 2014 |
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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 501-748-5390 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jeff.l.heacox@windstream.com |
| <220> | | |

| | | | | | | | | | | | |
|-----|------|------|------|------|------|------|-----|-----|-----|-----|-----|
| <a> | <b1> | <b2> | <b3> | <b4> | <c1> | <c2> | <d> | <e> | <f> | <g> | <h> |
|-----|------|------|------|------|------|------|-----|-----|-----|-----|-----|

[illegible]

FCC Form 481

Line 310 - Unfulfilled Voice Telephony Service Requests Resolution

Study Area Code: 491193
 Valor Telecommunications of Texas,
 Study Area Name: LLC
 Year: 2012

| Date the Request was Held | Name of Exchange | How service was attempted/Reason it was Unfulfilled (If fulfilled, the date it was fulfilled) |
|------------------------------|------------------|---|
| 10/8/2012 | Chimayo | Unfulfilled pending placement of buried drop. Completed:2/12/2013 |
| 11/13/2012 | Chama | Unfulfilled pending placement of buried drop. Completed:1/22/2013 |
| 11/14/2012 | Truchas | Unfulfilled pending placement of buried drop. Completed:1/23/2013 |
| 11/15/2012 | Ruidoso | Unfulfilled due to lack of cable facilities. Engineered, WO issued, waiting for contractor to finish construction. Completed:1/9/2013 |
| 11/19/2012 | Cuba | Unfulfilled due to lack of cable facilities. Construction complete, dispatch was re-scheduled. Completed:2/1/2013 |
| 12/10/2012 | Dulce | Unfulfilled due to lack of cable facilities. Waiting on OSP Engineer to review. |
| 12/11/2012 | Velarde | Unfulfilled pending placement of buried drop. |
| 12/12/2012 | Espanola | Unfulfilled due to lack of cable facilities. Contractor to bury drop. Completed:2/6/2013 |
| 12/13/2012 | Chama | Unfulfilled due to lack of cable facilities. Waiting on OSP Engineer to review. |
| 12/28/2012 | Tierra Amarilla | Unfulfilled due to lack of cable facilities. Waiting on OSP Engineer to review. |
| 12/28/2012 | White Mountain | Unfulfilled due to lack of cable facilities. Waiting on OSP Engineer to review. Completed:2/1/2013 |

| | | |
|------------|----------|--|
| 12/31/2012 | Truchas | Unfulfilled due to lack of cable facilities. Contractor to bury drop. Completed:2/6/2013 |
| 12/4/2012 | Chimayo | Unfulfilled pending placement of buried drop. Completed:3/21/2013 Unfulfilled due to lack of cable facilities. Contractor to bury drop. |
| 12/5/2012 | Cuba | Completed:2/22/2013 Unfulfilled due to lack of cable facilities. Contractor to bury drop. |
| 12/6/2012 | Ruidoso | Completed:2/8/2013 |
| 12/7/2012 | Canjilon | Unfulfilled pending placement of buried drop. Completed:1/14/2013 |

Line 510-Description of Compliance with Service Quality Standards and Consumer Protection:

The Windstream ILEC companies certify that they comply with applicable state and FCC service quality standards.

1. Service quality metrics are monitored and reviewed each month
2. Windstream is founded on integrity. All employees are required to complete a course on integrity each year.
3. Windstream employees have at their disposal our People Practices Overview Course which is a general overview of the guidelines that govern all Windstream employees.
4. Windstream's CPNI training manual documents when personnel are, and are not, authorized to use CPNI. This Manual constitutes Windstream's policies and procedures related to CPNI. All employees are required to follow the policies and procedures specified in this manual.
5. Windstream IT has in place numerous measures to insure the integrity of the network and the customer data that resides on the network. The network is monitored 24/7 and periodic reviews of the security processes are performed.
6. Windstream makes every attempt to achieve one-call resolution on customer invoice issues.
7. Windstream has developed a program to help spot the Red Flags of identity theft, which is consistent with the FTC's guidelines, and has procedures in place to mitigate the potential damage of identity theft.
8. Windstream has implemented our Customer Account Protection Plan (CAPP) to provide increased security against unauthorized changes (cramming) to customer accounts. This plan requires third-party carriers to have a customer's passcode to change the customer's service or to access the customer's account information.

Line 610 – Description of Functionality in Emergency Situations

Windstream certifies that it is compliant with applicable rules on service provision in emergency situations. Windstream central offices are designed to withstand limited commercial power failures through the use of emergency batteries supplemented by on site or portable generators. Windstream personnel perform routine maintenance on this essential equipment based on the manufacturer's service recommendations and Windstream service practices. The backup batteries are load tested routinely and the on site generators are tested monthly.

Windstream's network is engineered to handle traffic spikes that can occur as the result of emergency situations. The network is monitored 24/7 by our Network Operations Center ensuring quick response whenever and where ever it is needed. Network redundancy is built into our network where ever possible to ensure alternate routing is available when necessary.

(800) Operating Companies
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July 2013

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| <015> | Study Area Name | WINDSTREAM SW-NM#2 |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Jeff Heacox |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 501-748-5390 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | jeff.l.heacox@windstream.com |
| <810> | Reporting Carrier | Valor Telcommunications of Texas, LLC |
| <811> | Holding Company | Windstream Corporation |
| <812> | Operating Company | Valor Telcommunications of Texas, LLC |

| <813> | <a1> | <a2> | <a3> |
|-------|---|--------|--|
| | Affiliates | SAC | Doing Business As Company or Brand Designation |
| | Georgia Windstream, LLC | 223036 | |
| | Oklahoma Windstream, LLC | 432011 | |
| | Texas Windstream, Inc. | 442153 | |
| | Valor Telcommunications of Texas, LLC | 431165 | DBA: Windstream Communications Southwest |
| | Valor Telcommunications of Texas, LLC | 441163 | DBA: Windstream Communications Southwest |
| | Valor Telcommunications of Texas, LLC | 441181 | DBA: Windstream Communications Southwest |
| | Valor Telcommunications of Texas, LLC | 491164 | DBA: Windstream Communications Southwest |
| | Valor Telcommunications of Texas, LLC | 491193 | DBA: Windstream Communications Southwest |
| | Windstream Accucomm Telecommunications, LLC | 220395 | |
| | Windstream Alabama, LLC | 250302 | |
| | Windstream Arkansas, LLC | 401691 | |
| | Windstream Buffalo Valley, Inc. | 170151 | |
| | Windstream Communications Kerrville, LLC | 442097 | |
| | Windstream Concord Telephone, Inc. | 230474 | |
| | Windstream Conestoga, Inc. | 170162 | |
| | Windstream D & E, Inc. | 170165 | |
| | Windstream Florida, Inc. | 210336 | |
| | Windstream Georgia Communications, LLC | 223037 | |
| | Windstream Georgia Telephone, LLC | 220364 | |
| | Windstream Georgia, LLC | 220357 | |
| | Windstream Iowa Communications, Inc. | 351170 | |
| | Windstream Iowa-Comm, Inc. | 351167 | |
| | Windstream Iowa-Comm, Inc. | 351178 | |

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| | Affiliates | SAC | Doing Business As Company or Brand Designation |
| | Windstream Kentucky East, LLC | 269690 | |
| | Windstream Kentucky East, LLC | 269691 | |
| | Windstream Kentucky West, LLC | 260402 | |
| | Windstream Lakedale, Inc. | 361414 | |
| | Windstream Lakedale, Inc. | 361482 | |
| | Windstream Lexcom Communications, Inc. | 230483 | |
| | Windstream Mississippi, LLC | 280453 | |
| | Windstream Missouri, Inc. | 421885 | |
| | Windstream Montezuma, Inc. | 351248 | |
| | Windstream Nebraska, Inc. | 371568 | |
| | Windstream New York, Inc. | 150106 | |
| | Windstream New York, Inc. | 150109 | |
| | Windstream New York, Inc. | 150113 | |
| | Windstream Norlight, Inc. | 269004 | |
| | Windstream Norlight, Inc. | 269008 | |
| | Windstream North Carolina, LLC | 230476 | |
| | Windstream Ohio, Inc. | 300665 | |
| | Windstream Oklahoma, LLC | 431965 | |
| | Windstream Pennsylvania, LLC | 170176 | |
| | Windstream South Carolina, LLC | 240517 | |
| | Windstream Standard, LLC | 220386 | |
| | Windstream Sugar Land, Inc. | 442147 | |
| | Windstream Western Reserve, Inc. | 300666 | |

(800) Operating Companies

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| | Affiliates | SAC | Doing Business As Company or Brand Designation |
| | Access One Communications Corp. | | |
| | Allworx Corp. | | |
| | Atlanta Data Link, LLC | | |
| | Birmingham Data Link, LLC | | |
| | Bishop Communications Corporation | | |
| | Buffalo Valley Management Services, Inc. | | |
| | Carolina Personal Communications, Inc. (dba CTC Wireless) | | DBA: Windstream Wireless |
| | Cavalier IP TV, LLC | | |
| | Cavalier Services, LLC | | |
| | Cavalier Telephone Corporation | | |
| | Cavalier Telephone Mid-Atlantic, L.L.C. | | DBA: PAETEC Business Services |
| | Cavalier Telephone, L.L.C. | | DBAs: PAETEC Business Services, Windstream Communications |
| | CavTel Holdings, LLC | | |
| | Chattanooga Data Link, Inc. | | |
| | Cincinnati Data Link, Inc. | | |
| | Cinergy Communications Company of Virginia | | |
| | Communications Sales & Leasing, Inc. | | |
| | Compco, Inc. | | DBA: Compco-My Soft Company |
| | Conestoga Enterprises, Inc. | | |
| | Conestoga Management Services, Inc. | | |
| | Conestoga Wireless Company | | |
| | CT Cellular, Inc. | | |
| | CT Communications, Inc. | | |

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|-------|--|------|---|
| | Affiliates | SAC | Doing Business As Company or Brand Designation |
| | CT Wireless Cable, Inc. | | |
| | CTC Video Services, LLC | | |
| | D & E Communications, Inc. | | |
| | D & E Investments, Inc. | | |
| | D & E Networks, Inc. | | |
| | D & E Wireless, Inc. | | |
| | D&E Management Services, Inc. | | |
| | Elantic Networks, Inc. | | |
| | Equity Leasing, Inc. | | |
| | FDN Supra, LLC | | |
| | Gabriel Communications Finance Company | | |
| | Heart of the Lakes Cable Systems, Inc. | | |
| | Hosted Solutions Charlotte, LLC | | |
| | Hosted Solutions Raleigh, LLC | | |
| | Huntsville Data Link, LLC | | |
| | Indianapolis Data Link, Inc. | | |
| | Infocore, Inc. | | |
| | Intellifiber Networks, Inc. | | DBAs: Cavalier Wholesale Services, Cavalier Telephone |
| | Iowa Telecom Data Services, L.C. | | |
| | Iowa Telecom Technologies, LLC | | |
| | IWA Services, LLC | | |
| | KDL Communications Corporation | | |
| | KDL Holdings, LLC | | |

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| | Affiliates | SAC | Doing Business As Company or Brand Designation |
| | Kerrville Cellular, LLC | | |
| | Kerrville Communications Corporation | | |
| | Kerrville Mobile Holdings, LLC | | |
| | Kerrville Wireless Holdings, LLC | | |
| | Lakedale Communications, LLC | | |
| | LDMI Telecommunications, Inc. | | DBAs: Cavalier Business Communications, PAETEC Business Services, Cavalier Telephone, LDMI, LDMI Telecommunications |
| | Lexcom, Inc. | | |
| | Lexington Data Link, Inc. | | |
| | Louisville Data Link, Inc. | | |
| | McLeodUSA Information Services LLC | | |
| | McLeodUSA LLC | | |
| | McLeodUSA Purchasing, L.L.C. | | |
| | McLeodUSA Telecommunications Services, L.L.C. | | DBAs: Cavalier, Cavalier Telephone, PAETEC Business Services |
| | Memphis Data Link, Inc. | | |
| | MPX, Inc. | | |
| | Nashville Data Link, Inc. | | |
| | Network Services Group, LLC | | |
| | Network Telephone Corporation | | DBAs: PAETEC Business Services, Cavalier Business Communications, Cavalier Telephone |
| | NewSouth Communications of Virginia, Inc. | | |
| | Norlight Communications, Inc. | | |
| | Norlight Information Services, LLC | | |
| | Norlight Telecommunications of Virginia, Inc. | | |
| | NT Corporation | | |

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|-------|--|------|---|
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| | Affiliates | SAC | Doing Business As Company or Brand Designation |
| | NuVox, Inc. | | |
| | OmniCall, Inc. | | |
| | PaeTec Communications of Virginia, Inc. | | |
| | PaeTec Communications, Inc. | | |
| | PAETEC Corp. | | |
| | PAETEC Holding Corp. | | |
| | PAETEC iTel, L.L.C. | | DBA: Starnet |
| | PAETEC Realty LLC | | |
| | PaeTec Softward Corp. | | |
| | PaeTec Software Corp Sucursal | | |
| | PCS Licenses, Inc. | | |
| | Progress Place Realty Holding Company, LLC | | |
| | RevChain Solutions, LLC | | |
| | RPK (B.V.A.) Limited Co. No. 258382 | | |
| | Shreveport Data Link, LLC | | |
| | SM Holdings, LLC | | |
| | Southwest Enhanced Network Services, LP | | |
| | Talk America Holdings, Inc. | | |
| | Talk America of Virginia, Inc. | | DBA: Cavalier Telephone |
| | Talk America, Inc. | | DBAs: Cavalier Business Communications, PAETEC Business Services, Cavalier Telephone, The Phone Company, Network Services |
| | TC Services Holding Co., Inc. | | |
| | Televue, LLC | | |
| | The Other Phone Company, Inc. | | DBAs: PAETEC Business Services, Cavalier Business Communications, Cavalier Telephone |

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|-------|---|------|--|
| | Affiliates | SAC | Doing Business As Company or Brand Designation |
| | TriNet, LLC | | |
| | US LEC Communications LLC | | DBAs: PAETEC Business Services, US LEC of Rhode Island |
| | US LEC LLC | | |
| | US LEC of Alabama LLC | | DBA: PAETEC Business Services |
| | US LEC of Florida LLC | | DBA: PAETEC Business Services |
| | US LEC of Georgia LLC | | DBA: PAETEC Business Services |
| | US LEC of Maryland LLC | | DBA: PAETEC Business Services |
| | US LEC of North Carolina LLC | | DBA: PAETEC Business Services |
| | US LEC of Pennsylvania LLC | | DBA: PAETEC Business Services |
| | US LEC of South Carolina LLC | | DBA: PAETEC Business Services |
| | US LEC of Tennessee LLC | | DBA: PAETEC Business Services |
| | US LEC of Virginia LLC | | DBA: PAETEC Business Services |
| | Valor Telecommunications Enterprises Finance Corp | | |
| | Valor Telecommunications Enterprises II, LLC | | |
| | Valor Telecommunications Enterprises, LLC | | |
| | Valor Telecommunications Investments, LLC | | |
| | WaveTel NC License Corporation | | |
| | Wavetel TN, LLC | | |
| | Wavetel, LLC | | |
| | Webserve, Inc. | | |
| | Windstream Accucomm Networks, LLC | | |
| | Windstream Baker Solutions, Inc. | | |
| | Windstream Communications Telecom, LLC | | |

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| | Affiliates | SAC | Doing Business As Company or Brand Designation |
| | Windstream Communications, Inc. | | |
| | Windstream Corporation | | |
| | Windstream CTC Internet Services, Inc. | | |
| | Windstream D & E Systems, Inc. | 179009 | |
| | Windstream Direct, LLC | | |
| | Windstream EN-TEL, LLC | | |
| | Windstream Holding of the Midwest, Inc. | | |
| | Windstream Holdings, Inc. | | |
| | Windstream Hosted Solutions, LLC | | |
| | Windstream Intellectual Property Services, Inc. | | |
| | Windstream Iowa-Comm, Inc. | | |
| | Windstream IT-Comm, LLC | | |
| | Windstream KDL, Inc. | | |
| | Windstream KDL-VA, Inc. | | |
| | Windstream Kerrville Long Distance, LLC | | |
| | Windstream Knoxville Data, Inc. | | |
| | Windstream Lakedale Link, Inc. | | |
| | Windstream Leasing, LLC | | |
| | Windstream Lexcom Entertainment, LLC | | |
| | Windstream Lexcom Long Distance, LLC | | |
| | Windstream Lexcom Wireless, LLC | | |
| | Windstream Network Services of the Midwest, Inc. | | |
| | Windstream NorthStar, LLC | | |

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[illegible]

Windstream Communications
1800 Old Pecos Trail, Suite J
Santa Fe, NM 87505

Bill R. Garcia
Vice President - NM Government Affairs
t: 505.955.9702 f: 330.486.3522
m: 505.577.6904

Received & Inspected

OCT 24 2013

Windstream
FCC Mail Room


OCT 23 2013

FCC Mail Room

August 23, 2012

Wilfred Shije, Governor
Zia Pueblo
135 Capital Square Drive
Zia Pueblo, NM 87503-6013

Re: Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear Governor Shije:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss Tribal communication needs including the following: a needs assessment, deployment planning with a focus on Tribal community anchor institutions, feasibility and sustainability planning, marketing services to the Tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with Tribal business and licensing requirements.

In addition, the FCC's Office of Native Affairs and Policy ("ONAP") issued a Public Notice on July 19, 2012 providing additional guidance regarding the engagement with Tribal governments stating:

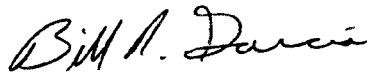
This guidance is intended to "lead to a common understanding between Tribal governments and communications providers receiving USF support, on the deployment and improvement of communications services on Tribal lands. The Tribal engagement obligation is intended to benefit Tribal government leaders, service providers, and consumers living on Tribal lands, ultimately providing greater connectivity to 21st century economic opportunities, education, health care, and public safety. This obligation is related to the very essence of universal service – facilitating and supporting connectivity to and from the most remote areas of our nation inures to the benefit of all. Requiring Tribal engagement is intended to begin and, in some cases, to strengthen, the dialogue between communications providers and Tribal governments. We anticipate that genuine dialogue and common understandings will ultimately lead to improvement of communications services on Tribal lands."

We would like the opportunity to schedule a time to meet with you and other tribal officials to discuss Tribal communication needs, marketing opportunities to the Tribal community, right of way processes, land use permitting, facilities siting, and environmental and cultural preservation.

We would like to begin scheduling these meetings as a soon as possible and therefore, would like to determine your availability the week of September 10th? We will contact you to coordinate a time for the meeting. If you have any questions please call me at 505-955-9702.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

A handwritten signature in black ink, reading "Bill R. Garcia". The signature is written in a cursive, flowing style.

Bill R. Garcia
Vice President Government Affairs
Windstream Communications

Windstream Communications
1800 Old Pecos Trail, Suite J
Santa Fe, NM 87505

Bill R. Garcia
Vice President - NM Government Affairs
t: 505.955.9702 f: 330.486.3522
m: 505.577.6904

Received & Inspected

OCT 24 2013
FCC Mail Room

MAILED
windstream

OCT 23 2013

FCC Mail Room



August 23, 2012

Terry L. Aguilar, Governor
San Ildefonso Pueblo
02 Tunyo Po
Santa Fe, NM 87506

Re: Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear Governor Aguilar:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss Tribal communication needs including the following: a needs assessment, deployment planning with a focus on Tribal community anchor institutions, feasibility and sustainability planning, marketing services to the Tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with Tribal business and licensing requirements.

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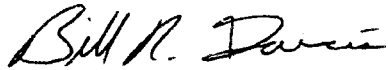
This guidance is intended to "lead to a common understanding between Tribal governments and communications providers receiving USF support, on the deployment and improvement of communications services on Tribal lands. The Tribal engagement obligation is intended to benefit Tribal government leaders, service providers, and consumers living on Tribal lands, ultimately providing greater connectivity to 21st century economic opportunities, education, health care, and public safety. This obligation is related to the very essence of universal service – facilitating and supporting connectivity to and from the most remote areas of our nation inures to the benefit of all. Requiring Tribal engagement is intended to begin and, in some cases, to strengthen, the dialogue between communications providers and Tribal governments. We anticipate that genuine dialogue and common understandings will ultimately lead to improvement of communications services on Tribal lands."

We would like the opportunity to schedule a time to meet with you and other tribal officials to discuss Tribal communication needs, marketing opportunities to the Tribal community, right of way processes, land use permitting, facilities siting, and environmental and cultural preservation.

We would like to begin scheduling these meetings as a soon as possible and therefore, would like to determine your availability the week of September 10th? We will contact you to coordinate a time for the meeting. If you have any questions please call me at 505-955-9702.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

A handwritten signature in black ink, appearing to read "Bill R. Garcia". The signature is fluid and cursive, with the first name "Bill" being the most prominent.

Bill R. Garcia
Vice President Government Affairs
Windstream Communications

Windstream Communications
1800 Old Pecos Trail, Suite J
Santa Fe, NM 87505

Bill R. Garcia
Vice President - NM Government Affairs
t: 505.955.9702 f: 330.486.3522
m: 505.577.6904

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OCT 24 2013

FCC Mail Room

~~MAILED~~

OCT 23 2013

FCC Mail Room



August 23, 2012

Joshua Madalena, Governor
Pueblo of Jemez
P.O. Box 100
Jemez Pueblo, NM 87024

Re: Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear Governor Madalena:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss Tribal communication needs including the following: a needs assessment, deployment planning with a focus on Tribal community anchor institutions, feasibility and sustainability planning, marketing services to the Tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with Tribal business and licensing requirements.

In addition, the FCC's Office of Native Affairs and Policy ("ONAP") issued a Public Notice on July 19, 2012 providing additional guidance regarding the engagement with Tribal governments stating:

This guidance is intended to "lead to a common understanding between Tribal governments and communications providers receiving USF support, on the deployment and improvement of communications services on Tribal lands. The Tribal engagement obligation is intended to benefit Tribal government leaders, service providers, and consumers living on Tribal lands, ultimately providing greater connectivity to 21st century economic opportunities, education, health care, and public safety. This obligation is related to the very essence of universal service – facilitating and supporting connectivity to and from the most remote areas of our nation inures to the benefit of all. Requiring Tribal engagement is intended to begin and, in some cases, to strengthen, the dialogue between communications providers and Tribal governments. We anticipate that genuine dialogue and common understandings will ultimately lead to improvement of communications services on Tribal lands."

We would like the opportunity to schedule a time to meet with you and other tribal officials to discuss Tribal communication needs, marketing opportunities to the Tribal community, right of way processes, land use permitting, facilities siting, and environmental and cultural preservation.

We would like to begin scheduling these meetings as a soon as possible and therefore, would like to determine your availability the week of September 10th? We will contact you to coordinate a time for the meeting. If you have any questions please call me at 505-955-9702.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

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Bill R. Garcia
Vice President Government Affairs
Windstream Communications

Jemez Pueblo Engagement Agenda

September 27, 2012 10:00am

Agenda items:

- 1) Review FCC Order
- 2) Objective of meeting
- 3) Current service information
- 4) Coordination of facilities
- 5) Marketing
 - a) Suggestions on how to market to community
 - b) Developing materials separately or jointly
 - c) Other issues
- 6) Right of way
 - a) Land use permitting
 - b) Facilities siting
 - c) Environmental review process
 - d) Other issues
- 7) Tribal Business and Licensing Requirements
 - a) Business licensing requirements
 - b) Other discussions
- 8) Other discussions
- 9) Follow-up on action items

Minutes of Jemez Pueblo Tribal Engagement

September 27, 2012

Introduction by Bill Garcia on the purpose of the meeting. FCC mandate to have dialog with the Jemez Pueblo on issues and providing BB service to schools, health buildings in the Pueblo area. Have on going meetings to keep dialog/relationship with both parties. Is WIN performing to the needs of the Pueblo.

1) CAF- Connect America Fund was discussed with the Pueblo. Could use for upgrading or replacing carriers to provide BB service to unserved areas. Presently have to remotes feeding the Pueblo.

a) 1st Phase Bill mentioned WIN was allocated 60 Million dollars 4 to 5 mil for New Mexico. Some customers in the Pueblo do not have internet service through WIN.

Target educational systems, Health services within the Pueblo.

2) Feasibility what would it cost WIN vs Revenue can we justify between both.

3) FCC- ensure marketing Services cultural issues governments is WIN complying with these and aware of the sensitivity?

4) Right of Way - There are 5 outstanding/expired issues from around 2002 timeframe. Would like to come to an agreement on the trespass of these 5 easements. Secondly, we agreed, and granted in 10/08/1999 with GTE that we would give ROW/easement for the fiber build from San Ysidro to Jemez and Gte would provide fiber to 5 buildings. GTE placed their fiber but we never got fiber to our buildings. Valor came along and said it would be copper not fiber and that was the disagreement was. To this date. WIN has not provided anything to buildings.

5) License t j sl requested that Windstream initiate Service Line Agreement form to help in knowing where Windstream lines reside within the Pueblo. OPS OSP to work on document.

Other discussions:

Pueblo said they presently had one bonded T1 service from WIN.

Pueblo mentioned they had a customer approx. 2000 feet from í - l t Os A t Marconi remote and with slow DSL. Windstream asked if cables had been cut form remote to customer and Pueblo said yes. WIN asked if they used One Call to locate existing lines and Pueblo said they did.

Pueblo has some fiber to some buildings but are owned by them and not Windstream. Would like some type of network throughout the Pueblo though. Do you have fiber at this time to schools No, no fiber. We have several schools that would need services on fiber. We have one T1 for internet access to one school, and another school on DSL.

Do you have ability to get erate form government? WIN □ at one time Yvonne the sales rep did work with Jemez Schools on erate funding. She is no longer with WIN. Pueblo □ some schools that can afford □ we have erate.

WIN □ WIN can get Ethernet to these places and would work with Sales group to link Tribal Buildings together, □ necessarily need fiber between buildings. □ Pueblo, sounds like great service □ if we can afford would be nice, but see as an issue if we can't afford it. WIN □ Get our Sales group involved again to work with you on getting erate funding and come up with a game plan.

WIN □ we could do an audit of services provided to the Pueblo by WIN and see with the help of Sales, come up with what you really need to and □ need. Perhaps you are paying too much and not need it or we could do Ethernet vs T1 solution that could be less expensive. An audit such as the one we are proposing was used on Jcarilla up in Dulce and they were able to pay less for better services. It could work here as well.

Pueblo □ what would an audit such as this cost the Pueblo? WIN □ not a dime. WIN would work with you and different departments within WIN to come up with best solution.

Pueblo □ we have had issues with service. Could it be due to the radio at Pajarito Peak. WIN □ we are in the process receiving all documents needed to begin construction of our fiber build to get rid of this radio. Once this fiber is in place. You should not have as much issues with outages. Believe us. WIN is over anxiously ready to get this fiber route completed. We have been engaged in the last 2-3 years in getting all documents in place. Turning up a 10 gig which would provide plenty of band width.

CAF - Phase I would be available now, and Phase II is in the planning stages at this time.

Pueblo □ could WIN have meetings with the Pueblo community and not just us here meeting today? WIN has not had meetings with Pueblo community, but could be something that could happen.

WIN □ We really need to get the infrastructure in place and set up meetings with Frank Quintana and Pueblo IT personnel. Discuss tribal buildings, county, schools, and continue on the audit. Make sure we have 911 intact.

Pueblo □ we do have some issues with telephone lines being exposed and on top of ground. OPS and OSP would work together to take care of these issues. This could be due to overblading roads, ditches, etc. OSP has maps of lines in Pueblo. Pueblo □ we would like some maps to see where the lines are. What is the depth requirement for drops. WIN □ not less than 12 inches. Depends where the drop is to be placed.

WIN □ could we have copies of the easements or number of the easement so to get started on getting these documents to the right people to come to a resolution. WIN □ we could even agree to do some type of infrastructure upgrading in the Pueblo when negotiating these easements.

Windstream Communications
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Bill R. Garcia
Vice President - NM Government Affairs
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OCT 24 2013

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OCT 23 2013

FCC Mail Room

August 23, 2012

Ron Lovato, Governor
Ohkay Owingeh Pueblo
P.O. Box 1099
San Juan, NM 87532

Re: Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear Governor Lovato:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss Tribal communication needs including the following: a needs assessment, deployment planning with a focus on Tribal community anchor institutions, feasibility and sustainability planning, marketing services to the Tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with Tribal business and licensing requirements.

In addition, the FCC's Office of Native Affairs and Policy ("ONAP") issued a Public Notice on July 19, 2012 providing additional guidance regarding the engagement with Tribal governments stating:

This guidance is intended to "lead to a common understanding between Tribal governments and communications providers receiving USF support, on the deployment and improvement of communications services on Tribal lands. The Tribal engagement obligation is intended to benefit Tribal government leaders, service providers, and consumers living on Tribal lands, ultimately providing greater connectivity to 21st century economic opportunities, education, health care, and public safety. This obligation is related to the very essence of universal service – facilitating and supporting connectivity to and from the most remote areas of our nation inures to the benefit of all. Requiring Tribal engagement is intended to begin and, in some cases, to strengthen, the dialogue between communications providers and Tribal governments. We anticipate that genuine dialogue and common understandings will ultimately lead to improvement of communications services on Tribal lands."

We would like the opportunity to schedule a time to meet with you and other tribal officials to discuss Tribal communication needs, marketing opportunities to the Tribal community, right of way processes, land use permitting, facilities siting, and environmental and cultural preservation.

We would like to begin scheduling these meetings as a soon as possible and therefore, would like to determine your availability the week of September 10th? We will contact you to coordinate a time for the meeting. If you have any questions please call me at 505-955-9702.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

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Bill R. Garcia
Vice President Government Affairs
Windstream Communications

Ohkay Owingeh Pueblo Engagement Agenda

September 25, 2012 9:00am

Agenda items:

- 1) Review FCC Order**
- 2) Objective of meeting**
- 3) Current service information**
- 4) Coordination of facilities**
- 5) Marketing**
 - a) Suggestions on how to market to community**
 - b) Developing materials separately or jointly**
 - c) Other issues**
- 6) Right of way**
 - a) Land use permitting**
 - b) Facilities siting**
 - c) Environmental review process**
 - d) Other issues**
- 7) Tribal Business and Licensing Requirements**
 - a) Business licensing requirements**
 - b) Other discussions**
- 8) Other discussions**
- 9) Follow-up on action items**

Minutes of Ohkay Owingeh Pueblo Tribal Engagement September 25, 2012

Objectives of the meeting □ The FCC is now requiring that telecom providers engage with tribal communities that we serve. A copy of the July 19, 2012 Public Notice was provided (DA-12-1165).

This will allow for a more open dialog between Windstream and the Ohkay Owingeh Pueblo, to understand, understand t j šL' l needs, facilities and services that are important for Ohkay Owingeh. Windstream will have to report on our discussions in 2013 as a part of the new FCC requirements as a requirement to continue Federal Universal Service Funding. This FCC requirement is to incent telecom providers to have open and honest discussions on needs, problems and build a working relationship between Windstream and the Ohkay Owingeh Pueblo.

Windstream services a number of Tribes/ Pueblos in New Mexico and will have discussions with them. It is a pleasure to be here and appreciate the time for discussion.

In summary, the FCC requires Windstream to:

- 1) Needs assessment and deployment planning particularly with Tribal community anchor institutions like schools, libraries, government offices, and community centers.
- 2) Feasibility and sustainability planning □ what can we do practical and reasonable with certain types of build out
- 3) Marketing services in a culturally sensitive manner □ trying to ensure that marketing process taking into account specific needs.
- 4) Rights of way, land use permitting □ process with BIA □ have experience in this- need input from you on your needs
- 5) Tribal license requirements or permits □ identify permit requirements as needed □ is there a specific process that we should be adhering to.

Discussion of t j šL' l needs assessment, feasibility and sustainability planning.

- Needs assessment □ a significant need is proper contacts for service related issues. The IVR system is not effective in getting issues resolved and results in getting transferred multiple times.
- Timely resolution of service outages. Need a contact to escalate issues to when they are not getting resolved.
- Large capacity circuit is testing at below the intended capacity.
- The Pueblo is a customer to Windstream, Windstream is a service provider, and the primary concerns are responsiveness, and types of services that Windstream can offer.
- With recent construction a pedestal is now located in an area that is not protected and gets run over frequently. After the meeting, Windstream personnel were able to view this pedestal and have agreed to have it moved.

Discussion of Ohkay h Ō h š l Deployment Planning

- The Federal Universal Service Support is shifting from voice support to broadband. Windstream was allocated \$60M in the first phase but is currently limited to \$775 per household which is far less than the costs to deploy broadband in this part of the country. WIN requested a waiver of

the \$775 per household limit to allow funds to be used in the deployment of broadband to unserved locations in New Mexico.

- Future development is for broadband. Gaps in the Pueblo and are currently in a wait and see with the federal governments and what our future deployment plans for the next 3-4 years.
- In addition, Ohkay Owingeh has partnered with the Ready-Net project to build a broadband network in New Mexico and includes Jamez, Santa Clara, and ENMR. This network will connect to anchor institutions including: schools, libraries, government offices, and other businesses.
- These factors will impact deployment of broadband services in the Ohkay Owingeh Pueblo.

Marketing in a culturally sensitive manner

- The tribal view is that "Oh's are fine, you are not offending us, and if you use our assets."
- A master marketing plan was put together in 2008 with plans for future improvements. However, not a lot of commitment was made. Recommend that the plan be looked at and re looked at.

Rights of Way

The right of way easement expires in 2017. Now should be the time to start discussing these easements. Currently do not have an agreement for the pole attachments with Hamus. Windstream is currently working to finalize this agreement. Once the agreement is finalized, Windstream needs to seek and obtain approval from the Pueblo to receive consent. Windstream cannot piggyback on the Hamus agreement.

Business and licensing requirements

The Line service agreements apply to entire Land grant areas and some areas require cables to be placed underground

Other Items

Tribal tax exemption - tribal members on tribal land should be exempt from E911 charges, state and federal taxes. Need to ensure that billing systems are accurate and exemption is occurring.

- Need to follow-up with the customer listing to review the accuracy of exemptions

Gross Receipts tax - would like to talk about getting these funds directly rather than through the state. Ohkay Owingeh has the ability to receive the payment directly.

Windstream Communications
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m: 505.577.6904

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OCT 23 2013

FCC Mail Room

August 23, 2012

Walter Dasheno, Governor
Santa Clara Pueblo
P.O. Box 580
Española, NM 87532

Re: Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear Governor Dasheno:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss Tribal communication needs including the following: a needs assessment, deployment planning with a focus on Tribal community anchor institutions, feasibility and sustainability planning, marketing services to the Tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with Tribal business and licensing requirements.

In addition, the FCC's Office of Native Affairs and Policy ("ONAP") issued a Public Notice on July 19, 2012 providing additional guidance regarding the engagement with Tribal governments stating:

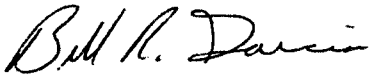
This guidance is intended to "lead to a common understanding between Tribal governments and communications providers receiving USF support, on the deployment and improvement of communications services on Tribal lands. The Tribal engagement obligation is intended to benefit Tribal government leaders, service providers, and consumers living on Tribal lands, ultimately providing greater connectivity to 21st century economic opportunities, education, health care, and public safety. This obligation is related to the very essence of universal service – facilitating and supporting connectivity to and from the most remote areas of our nation inures to the benefit of all. Requiring Tribal engagement is intended to begin and, in some cases, to strengthen, the dialogue between communications providers and Tribal governments. We anticipate that genuine dialogue and common understandings will ultimately lead to improvement of communications services on Tribal lands."

We would like the opportunity to schedule a time to meet with you and other tribal officials to discuss Tribal communication needs, marketing opportunities to the Tribal community, right of way processes, land use permitting, facilities siting, and environmental and cultural preservation.

We would like to begin scheduling these meetings as a soon as possible and therefore, would like to determine your availability the week of September 10th? We will contact you to coordinate a time for the meeting. If you have any questions please call me at 505-955-9702.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

A handwritten signature in cursive script that reads "Bill R. Garcia".

Bill R. Garcia
Vice President Government Affairs
Windstream Communications

Santa Clara Pueblo Engagement Agenda
September 25, 2012 2:00 p.m.

Agenda items:

- 1) Review FCC Order**
- 2) Objective of meeting**
- 3) Current service information**
- 4) Coordination of facilities**
- 5) Marketing**
 - a) Suggestions on how to market to community**
 - b) Developing materials separately or jointly**
 - c) Other issues**
- 6) Right of way**
 - a) Land use permitting**
 - b) Facilities siting**
 - c) Environmental review process**
 - d) Other issues**
- 7) Tribal Business and Licensing Requirements**
 - a) Business licensing requirements**
 - b) Other discussions**
- 8) Other discussions**
- 9) Follow-up on action items**

Minutes of Santa Clara Pueblo Tribal Engagement September 25, 2012

Objectives of the meeting □ The FCC is now requiring that telecom providers engage with tribal communities that we serve. A copy of the July 19, 2012 Public Notice was provided (DA-12-1165).

This will allow for a more open dialog between Windstream and the Santa Clara Pueblo, to understand, understand the needs, facilities and services that are important for Santa Clara. Windstream will have to report on our discussions in 2013 as a part of the new FCC requirements as a requirement to continue Federal Universal Service Funding. This FCC requirement is to incent telecom providers to have open and honest discussions on needs, problems and build a working relationship between Windstream and the Santa Clara Pueblo.

It is a pleasure to be here and appreciate the time for discussion.

In summary, the FCC requires Windstream to:

- 1) Needs assessment and deployment planning with an emphasis on Tribal community anchor institutions like schools, libraries, government offices, and community centers.
- 2) Feasibility and sustainability planning □ what can we do practical and reasonable with certain types of build out
- 3) Marketing services in a culturally sensitive manner □ want to ensure that its consistent with cultural sensitivities.
- 4) Rights of way, land use permitting □ right of way renewals and the Central Office lease located on Santa Clara Pueblo land
- 5) Tribal license requirements or permits □ service line agreements, any additional licensing or permit requirements as needed □ is there a specific process that Windstream should be adhering to.

These are the 5 areas that the FCC would like to discuss. Intent to initiate dialog between Windstream and Santa Clara Pueblo. Good communication in the past.

Rights of Way

- GTE negotiated a master easement agreement with Santa Clara for a 10-year period.
- The right of way agreement between Santa Clara and Windstream has expired. The parties continued to work toward renewal but was put on hold pending the resolution of a franchise agreement between the Gas Company and Ohkay Owingeh.
- Now that the PRC has approved the franchise agreement model, Santa Clara is ready to get back to serious talks to proceed.
- The franchise agreement or land use agreement would eliminate the requirement for surveys for the distribution portion of the cables.
- A survey would still be needed for the transport (cables from Central office to central office) would still need to be surveyed.
- Need to work through easements for the central office as well.

Business and licensing requirements

- Windstream is licensed and is in compliance with the business licensing requirements

Marketing in a culturally sensitive manner

- Santa Clara would like to have discussions on how Windstream is to market within the Pueblo at a later time once the easement issues are resolved.

Discussion of Ohkay h Ö ħ ħ ħ Deployment Planning

- The Federal Universal Service Support is shifting from voice support to broadband. Windstream was allocated \$60M in the first phase but is currently limited to \$775 per household which is far less than the costs to deploy broadband in this part of the country. WIN requested a waiver of the \$775 per household limit to allow funds to be used in the deployment of broadband to unserved locations in New Mexico.
- Future development is for broadband. Gaps in the Pueblo and are currently in a wait and see with the federal governments and what our future deployment plans for the next 3-4 years.
- In addition, Santa Clara has partnered with the Ready-Net project to build a broadband network in New Mexico. This network will connect to anchor institutions including: schools, libraries, government offices, and other businesses. A portion of the fiber could not be laid so Ready-Net is utilizing microwave to pick up the missing section. There are also sections of the fiber on sub-standard poles, which is being addressed.
- These factors will impact deployment of broadband services in the Santa Clara Pueblo.

Discussion of the needs assessment, feasibility and sustainability planning.

- Timely resolution of service outages. Need a contact to escalate issues to when they are not getting resolved.
- Could DSL be offered to the South housing development? There are about 80-100 homes □ Windstream to look at this as an option.
- Windstream currently provides 3 T1 circuits under contract. This needs to be looked at.
- It is important for broadband to be available for the kids.

Other Items

Tribal tax exemptions - Sale of service to pueblo residents is being assessed the gross receipts surcharge and is flowing properly. As Windstream registers new customers within the area, they need to check to make sure that the customer is properly registered to receive the tax exemptions and the gross receipts surcharge.

There are some residents that have not turned in the proper forms but they can do so going forward. Santa Clara requests that Windstream make sure the proper reporting code I used to ensure the gross receipts go to the proper Santa Clara Pueblo.

Bill Garcia is the point of contact for the Gross Receipts issues and can work with internal Windstream departments to ensure proper credits are made. If there are additional residents that are not set up correctly, Santa Clara can work with Bill.

Windstream Communications
1800 Old Pecos Trail, Suite J
Santa Fe, NM 87505

Bill R. Garcia
Vice President - NM Government Affairs
t: 505.955.9702 f: 330.486.3522
m: 505.577.6904

Received & Inspected

OCT 24 2013

FCC Mail Room
~~M. Windstream~~

OCT 23 2013

FCC Mail Room



August 23, 2012

Levi Pesata, President
Jicarilla Apache Nation
P.O. Box 507
Dulce, NM 87528

Re: Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear President Pesata:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss Tribal communication needs including the following: a needs assessment, deployment planning with a focus on Tribal community anchor institutions, feasibility and sustainability planning, marketing services to the Tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with Tribal business and licensing requirements.

In addition, the FCC's Office of Native Affairs and Policy ("ONAP") issued a Public Notice on July 19, 2012 providing additional guidance regarding the engagement with Tribal governments stating:

This guidance is intended to "lead to a common understanding between Tribal governments and communications providers receiving USF support, on the deployment and improvement of communications services on Tribal lands. The Tribal engagement obligation is intended to benefit Tribal government leaders, service providers, and consumers living on Tribal lands, ultimately providing greater connectivity to 21st century economic opportunities, education, health care, and public safety. This obligation is related to the very essence of universal service – facilitating and supporting connectivity to and from the most remote areas of our nation inures to the benefit of all. Requiring Tribal engagement is intended to begin and, in some cases, to strengthen, the dialogue between communications providers and Tribal governments. We anticipate that genuine dialogue and common understandings will ultimately lead to improvement of communications services on Tribal lands."

We would like the opportunity to schedule a time to meet with you and other tribal officials to discuss Tribal communication needs, marketing opportunities to the Tribal community, right of way processes, land use permitting, facilities siting, and environmental and cultural preservation.

We would like to begin scheduling these meetings as a soon as possible and therefore, would like to determine your availability the week of September 10th? We will contact you to coordinate a time for the meeting. If you have any questions please call me at 505-955-9702.

I look forward to hearing from you and the opportunity to discuss these important issues.

Sincerely,

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Bill R. Garcia
Vice President Government Affairs
Windstream Communications

Windstream Communications
1800 Old Pecos Trail, Suite J
Santa Fe, NM 87505

Bill R. Garcia
Vice President - NM Government Affairs
t: 505.955.9702 f: 330.486.3522
m: 505.577.6904



August 23, 2012

Received & Inspected

Ben Shelly, President
Navajo Nation
P.O. Box 9000
Window Rock, AZ 86515

OCT 24 2013

FCC Mail Room

Re: Request for Meeting to Discuss Telecommunications Facilities and Needs Assessment on Tribal Land as required by the Federal Communications Commission

Dear President Shelly:

The Federal Communications Commission ("FCC") recently issued an Order requiring telephone companies to reach out to Tribal governments in their service areas to discuss Tribal communication needs including the following: a needs assessment, deployment planning with a focus on Tribal community anchor institutions, feasibility and sustainability planning, marketing services to the Tribal community, rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes, and Compliance with Tribal business and licensing requirements.

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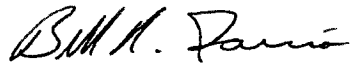
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We would like to begin scheduling these meetings as a soon as possible and therefore, would like to determine your availability the week of September 10th? We will contact you to coordinate a time for the meeting. If you have any questions please call me at 505-955-9702.

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Sincerely,

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Bill R. Garcia
Vice President Government Affairs
Windstream Communications

LIFELINE SERVICE

Definition

- A. Lifeline Service is a retail local service offering available to qualifying low-income residential customers and is provided pursuant to the FCC Order 12-11 released on February 6, 2012.

Discounts

- A. The following credits will apply for customers deemed eligible for Lifeline assistance:
Monthly Credit
 - Federal Credit \$9.25
 - State Credit to Residential Access Line Varies by state
- B. The monthly discounted residential rate for qualified low-income customers may not be reduced below zero. Therefore, the credit amount defined in A. above shall not exceed the total of the subscriber line charge and the customer's normal residential local exchange service rate.

General

- A. The Company shall offer toll blocking to all qualifying low income customers at no charge at the time such customers subscribe to Lifeline service. If the customer voluntarily elects to receive toll blocking, the service shall become part of the customer's Lifeline service and all service deposits will be waived.
- B. Lifeline program rate reductions do not apply to long distance service or any other services (i.e., Custom Calling, CLASS, construction charges, etc.) which may or may not be tariffed. Customers may obtain such services, where available, at their discretion, although the Lifeline program rate reduction does not apply.
- C. Lifeline program service will not be available on a retro-active basis.

Eligibility Requirements

- A. The Lifeline program rate reduction shall apply to one (1) telephone line per residential household, at the subscriber's principal place of residence. Service is limited to only one Service per qualified customer or household; within this section, 'household' is defined as "any individual or group of individuals who are living together at the same address as one economic unit," with an 'economic unit' defined as, "all adult individuals contributing to and sharing in the income and expenses of a household."
- B. The service must be provided in the eligible customer's name.
- C. An applicant whose household income is at or below 135% of the Federal Poverty Guidelines, or who participate in one of the following programs:
 - Medicaid
 - Food Stamps
 - Supplemental Security Income
 - Federal Public Housing Assistance
 - Low Income Home Energy Assistance Program
 - Temporary Assistance to Needy Families
 - National School Lunch's Free Lunch Program
- D. The customer must sign, under penalty of perjury, a document certifying:
 - He/she is receiving benefits from one of the programs listed in C. above.
 - Name of the program(s) from which they are receiving benefits.
 - That he/she will notify the company if he/she no longer participates in the program(s) named in C. preceding.

The applicant must also supply the name of the program(s) from which they are receiving benefits and provide documentation supporting participation in the program(s). That he/she will notify the company if he/she no longer participates in the program(s) named in C. preceding.

- E. Customers qualifying for Lifeline Service are offered the services or functionalities enumerated in 47 Code of Federal Regulations §54.101 (a) (1)-(8) (relating to Supported Service for Rural, Insular and High Cost Areas).
- F. The Company has certification processes in place which at the time of enrollment requires a documentation review that confirms the consumer's household eligibility. The Company will retain copies of the self-certification records of both the applicant and the Company. A Company officer will attest that these procedures are in place.
- G. The Company will annually verify the continued eligibility pursuant to the FCC Order 12-11 released on February 6, 2012.

Credits and Deposits

- A. The credit verification procedures available for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline program.
- B. The deposit standards used for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline Program with the exception that deposit requirements will be waived for Lifeline Service applicants who voluntarily elect to subscribe to toll blocking service.

Service Charges

- A. Service charges do not apply when eligible customers with existing residential service convert to Lifeline Service.
- B. A service order deposit is not applicable to customers who elect toll blocking when initiating Lifeline service.
- C. A service order charge does apply when:

At the time Lifeline Service billing is initiated, eligible residential local exchange access service customers also request additional optional calling features such as Custom Calling Features, CLASS features, etc.

Any subsequent moves or changes after the initial connection to Lifeline service are requested by the customer.

Service is established for new residential applicants (those without existing local exchange access service) eligible for Lifeline Service.

Payments and Disconnection of Service

- A. Lifeline service may not be disconnected for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for nonpayment of toll charges.
- B. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

Windstream Residential Service Rates by Service Area
 Rates shown with and without state and federal Lifeline discounts applied

| Year | SAC | Without Lifeline Discounts | | With Lifeline Discounts | |
|------|--------|----------------------------|---------|-------------------------|--------|
| | | Low | High | Low | High |
| 2012 | 491193 | \$21.78 | \$21.78 | \$1.00 | \$9.03 |